

CLAIMS

We claim:

1 1. A system for providing ongoing support for a general
2 procurement and accounts payable application, comprising:

3 a server;

4 a storage device connected to said server;

5 a plurality of team terminals;

6 a communication link interconnecting said server and
7 said terminals;

8 said server being operable for (1) maintaining a
9 database of templates on said storage device
10 describing procedures for supporting said application
11 and (2) serving said templates to team members
12 operating said terminals for coordinating, recording,
13 and tracking team activities executing said procedures
14 with respect to said application;

15 said procedures including user education, survey and
16 quality auditing tasks.

1 2. The system of claim 1, each said template storing,
2 either directly or by way of links to other documents, one
3 or more instructions, flow charts, sample questionnaires,
4 report models and checklists for guiding, coordinating and
5 documenting the work of said enterprise teams.

1 3. The system of claim 1, further comprising:

2 said server being operable for maintaining a plurality
3 of databases on said storage device customized to
4 applications for a plurality of customers of an
5 enterprise for serving to said team terminals.

1 4. A method for providing ongoing support for a general
2 procurement and accounts payable application of a customer
3 of an enterprise, comprising the steps of:

4 maintaining a database of templates describing

5 procedures for supporting an operational general
6 procurement and accounts payable system; and

7 operating a plurality of web-enabled user terminals to
8 access via a server said database for coordinating
9 tasks by a plurality of enterprise teams implementing
10 said procedures;

11 said procedures including user education, survey and
12 quality auditing tasks.

1 5. The method of claim 4, each said template storing,
2 either directly or by way of links to other documents, one
3 or more instructions, flow charts, sample questionnaires,
4 report models and checklists for guiding, coordinating and
5 documenting the work of said enterprise teams.

1 6. A system for integrating assessment, preparation,
2 development, deployment, and support stages for a general
3 procurement and accounts payable application using
4 electronic requisitions, comprising:

5 a server;

6 a storage device connected to said server;

7 a plurality of team terminals;

8 a communication link interconnecting said server and

9 said terminals;

10 said server being operable for (1) maintaining a

11 database on said storage device of templates

12 describing procedures for assessing, preparing,

13 developing, deploying and supporting said application

14 and (2) serving said templates to team members

15 operating said terminals for coordinating, recording

16 and tracking team activities with respect to said

17 application.

1 7. The system of claim 6, each said template storing,

2 either directly or by way of links to other documents, one

3 or more instructions, flow charts, questionnaires, report

4 models and checklists for guiding, coordinating and

5 documenting the work of said enterprise teams.

1 8. A method for integrating assessment, preparation,
2 development, deployment, and support stages for a general
3 procurement and accounts payable system using electronic
4 requisitions, comprising the steps of:

5 maintaining a database of templates describing
6 procedures for assessing, preparing, developing,
7 deploying and supporting said general procurement and
8 accounts payable system;

9 operating a plurality of web-enabled user terminals to
10 access via a server said database for coordinating
11 tasks by a plurality of teams implementing said
12 procedures.

1 9. The method of claim 8, each said template storing,
2 either directly or by way of links to other documents, one
3 or more instructions, flow charts, questionnaires, report
4 models and checklists for guiding, coordinating and
5 documenting the work of said enterprise teams.

1 10. A system for evaluating a potential client system and
2 for adapting a general procurement and accounts payable
3 application to the requirements of each of many potential
4 clients operable by third party providers and for
5 monitoring and assuring the quality of services provided by
6 said service providers, comprising:

7 a server;

8 a storage device connected to said server;

9 a plurality of terminals;

10 a communication link interconnecting said server and
11 said terminals;

12 said server being operable for (1) maintaining on said
13 storage device, for each of a plurality of customers,
14 a database of templates describing procedures for
15 assessing, preparing, developing, deploying and
16 supporting each of said applications, and (2) serving
17 said templates to members of enterprise teams and
18 provider teams operating said terminals for
19 coordinating, recording and tracking team activities

20 with respect to said application during assessment,
21 preparation, development, deployment and support
22 stages.

1 11. The system of claim 10, said terminals being web-
2 enabled terminals and said server being operable for
3 serving to said terminals a panel enabling task
4 creation by said enterprise team and task use by said
5 enterprise and provider teams.

1 12. A system for integrating technical team and transition
2 management personnel during design and deployment of a
3 general procurement and accounts payable application,
4 comprising:

5 a database server,

6 a front end server,

7 an accounting system server,

8 a firewall,

9 a plurality of team terminals,

10 a database store,

11 an accounting system store,

12 a communication link interconnecting said server and
13 said terminals;

14 said server being operable for (1) maintaining a
15 database on said storage device of templates
16 describing procedures for a plurality of tasks
17 relating to aspects of said application and (2)
18 serving said templates to members of said technical
19 team and transition management personnel operating
20 said terminals for coordinating, recording and
21 tracking team activities with respect to said tasks.

1 13. The system of claim 12, said tasks including
2 procedures for assessing, preparing, developing, deploying
3 and supporting said application.

1 14. The system of claim 12, said tasks including
2 procedures for activities related to a plurality of
3 categories from the set of categories including assessment,
4 business controls, configuration, education, image,
5 information technology, marketing, process, project
6 management, front end server, accounting system server,
7 testing, and transition management.

1 15. A system for customizing a general procurement and
2 accounts payable application for a customer, comprising:

3 a server;

4 a storage device connected to said server;

5 a plurality of terminals;

6 a communication link interconnecting said server and
7 said terminals;

8 said server being operable for (1) maintaining a
9 database on said storage device of master templates
10 describing procedures for assessing, preparing,

11 developing, deploying and supporting each of said
12 applications and (2) serving said master templates to
13 members of enterprise teams operating said terminals
14 for personalizing for each of a plurality of customers
15 a unique database of templates.

1 16. The system of claim 15, said procedures including
2 tasks for coordinating team activities with respect to
3 said application during general procurement and accounts
4 payable application assessment, preparation, development,
5 deployment and support stages.

1 17. A system for providing continuing support to a
2 customer's general procurement and accounts payable
3 application by enterprise teams which design and deploy
4 said application, comprising:

5 a database server;

6 a storage device connected to said server;

7 a plurality of team terminals;

8 an accounting system for implementing said
9 application;

10 a front end server connected to said accounting system
11 through a firewall;

12 a communication link interconnecting said database
13 server, sad front end server, and said terminals;

14 said database server being operable for (1)
15 maintaining a database of templates on said storage
16 device describing procedures for supporting said
17 application and (2) serving said templates to
18 enterprise team members operating said terminals for
19 coordinating, recording, and tracking team activities
20 executing said procedures; and

21 said interface server being operable for serving to
22 said enterprise team members information from said
23 accounting system implementing said application.

1 18. A process using an on-line data gathering tool for
2 evaluating a customer's general procurement and accounts

3 payable system, comprising the steps of:

4 gathering data describing requirements of said
5 customer for procurement and data describing currently
6 used tools and processes for satisfying said
7 requirements; and

8 gathering data from said customer which describes a
9 cost for future years of continuing with said
10 currently used tools and processes;

11 designing and deploying a new system including
12 alternative tools and processes satisfying said
13 requirements; and thereafter

14 auditing the operation of said new system using said
15 on-line data gathering tool to provide performance
16 data to said customer.

1 19. A system for training and assessing the quality of
2 service provided by a general procurement and accounts
3 payable service provider to a customer of an enterprise,
4 comprising:

5 a server;

6 a storage device connected to said server;

7 a plurality of team terminals;

8 a communication link interconnecting said server and

9 said terminals;

10 said server being operable for (1) maintaining a

11 database on said storage device of templates

12 describing procedures for use by enterprise teams for

13 training said service provider and assessing the

14 quality of service provided with respect to the

15 general procurement and accounts payable application

16 of said customer and (2) serving said templates to

17 enterprise team members operating said terminals for

18 coordinating, recording and tracking team activities

19 with respect to said application.

1 20. A system for providing a repeatable process for

2 training, managing, certifying and educating a service

3 provider to operate a general procurement and accounts

4 payable application on behalf of a customer of an
5 enterprise, comprising:

6 a first server;

7 a storage device connected to said server;

8 a plurality of team terminals;

9
10 a second server interfacing through a firewall to an
11 operational accounting system connected;

12 a communication link interconnecting said first and
13 second servers and said terminals;

14 said second server being operable for serving
15 operational accounting data to said team terminals;
16 and

17 said first server being operable for (1) maintaining a
18 database on said storage device of templates
19 describing procedures for executing said application,
20 and (2) serving said templates to team members
21 operating said terminals for coordinating, recording

22 and tracking enterprise team activities with respect
23 to said service provider.

1 21. A program storage device readable by a machine,
2 tangibly embodying a program of instructions executable by
3 a machine to perform method steps for providing ongoing
4 support for a general procurement and accounts payable
5 application, said method steps comprising:

6 maintaining a database of templates describing
7 procedures for supporting an operational general
8 procurement and accounts payable system; and

9 operating a plurality of web-enabled user terminals to
10 access via a server said database for coordinating
11 tasks by a plurality of enterprise teams implementing
12 said procedures;

13 said procedures including user education, survey and
14 quality auditing tasks.

1 22. An article of manufacture comprising:

2 a computer useable medium having computer readable
3 program code means embodied therein for providing
4 ongoing support for a general procurement and accounts
5 payable application, the computer readable program
6 means in said article of manufacture comprising:

7 computer readable program code means for causing a
8 computer to effect maintaining a database of templates
9 describing procedures for supporting an operational
10 general procurement and accounts payable system; and

11 computer readable program code means for causing a
12 computer to effect operating a plurality of web-
13 enabled user terminals to access via a server said
14 database for coordinating tasks by a plurality of
15 enterprise teams implementing said procedures;

16 said procedures including user education, survey and
17 quality auditing tasks.

1 23. A computer program product or computer program element
2 for providing ongoing support for a general procurement and
3 accounts payable application according to the steps of:

4 maintaining a database of templates describing
5 procedures for supporting an operational general
6 procurement and accounts payable system; and

7 operating a plurality of web-enabled user terminals to
8 access via a server said database for coordinating
9 tasks by a plurality of enterprise teams implementing
10 said procedures;

11 said procedures including user education, survey and
12 quality auditing tasks.

1 24. A program storage device readable by a machine,
2 tangibly embodying a program of instructions executable by
3 a machine to perform method steps for integrating
4 assessment, preparation, development, deployment, and
5 support stages for a general procurement and accounts
6 payable system using electronic requisitions, said method
7 steps comprising:

8 maintaining a database of templates describing
9 procedures for assessing, preparing, developing,
10 deploying and supporting said general procurement and

11 accounts payable system;

12 operating a plurality of web-enabled user terminals to

13 access via a server said database for coordinating

14 tasks by a plurality of teams implementing said

15 procedures.

1 25. An article of manufacture comprising:

2 a computer useable medium having computer readable
3 program code means embodied therein for integrating
4 assessment, preparation, development, deployment, and
5 support stages for a general procurement and accounts
6 payable system using electronic requisitions, the
7 computer readable program means in said article of
8 manufacture comprising:

9 computer readable program code means for causing a
10 computer to effect maintaining a database of templates
11 describing procedures for assessing, preparing,
12 developing, deploying and supporting said general
13 procurement and accounts payable system; and

14 computer readable program code means for causing a
15 computer to effect operating a plurality of web-
16 enabled user terminals to access via a server said
17 database for coordinating tasks by a plurality of
18 teams implementing said procedures.

1 26. A computer program product or computer program element
2 for integrating assessment, preparation, development,
3 deployment, and support stages for a general procurement
4 and accounts payable system using electronic requisitions
5 according to the steps of:

6 maintaining a database of templates describing
7 procedures for assessing, preparing, developing,
8 deploying and supporting said general procurement and
9 accounts payable system;

10 operating a plurality of web-enabled user terminals to
11 access via a server said database for coordinating
12 tasks by a plurality of teams implementing said
13 procedures.